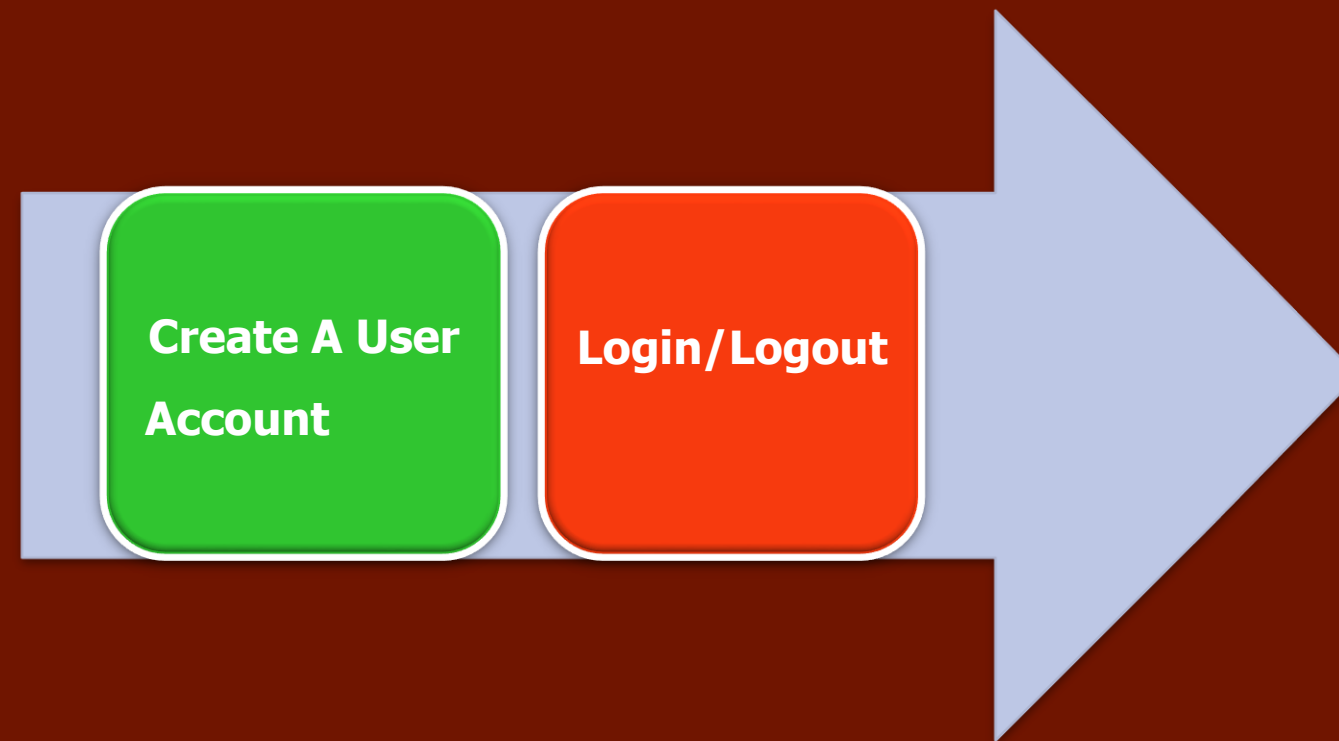


Citizen Access Online Tutor Lesson 1

The recommended browser is Chrome.



9/28/2020



9/28/2020

The screenshot shows the City of San Antonio Citizen Access Home Page. At the top, a red banner reads "Welcome to the City of San Antonio". Below this, on the right, are links for "Announcements", "Register for an Account" (marked with a red circle #1), and "Login". A search bar is also present. A navigation menu includes "Home", "Land Development", "Building", and "Fire". Below the menu is an "Advanced Search" section. The login area features fields for "User Name or E-mail" and "Password", a "Login »" button, a "Remember me on this computer" checkbox, a link "I've forgotten my password" (marked with a red circle #2), and a "New Users: Register for an Account" link. The main content area contains a browser recommendation, a link to a Garage/Yard Sale permit application, a "Welcome to the City of San Antonio Customer Portal" heading, a statement about 24/7 online services, and a paragraph about the city's commitment to efficient online services. At the bottom, there are two blue buttons: "General Information" and "Lookup Property Information".

Create A User Account on the Citizen Access Home Page. Click either hyperlink, #1 or #2.

Click box
to accept
terms.

1

2

[Home](#) [Land Development](#) [Building](#) [Fire](#)

Advanced Search

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information

Please review and accept the terms below to proceed.

Privacy Policy and Disclaimer

All City of San Antonio web sites, including but not limited to the Development Services Department Customer Portal, www.sanantonio.gov, www.ci.sat.tx.us, www.sanantonio.gov/GIS, www.alamodome.com, www.sanantoniocvb.com, www.visitsanantonio.com, mysapl.org and sapl.sat.lib.tx.us are provided as a public service. PLEASE NOTE that users of these web sites are responsible for checking the accuracy, completeness, currency and/or suitability of all information. The CITY OF SAN ANTONIO makes no representations, warranties, or undertakings as to the accuracy

☒ I have read and accepted the above terms.

Continue Registration »

Scroll up
and down
to read
entire
message.

- **Read the policy.**
- **Click the box to accept the terms (#1)**
- **Click Continue Registration (#2)**

9/28/2020

Home Land Development Building Fire

Advanced Search

Account Registration Step 2: Enter/Confirm Your Account Information

Login Information ←

* User Name:

* E-mail Address:

* Password: **1** ?

Strong Requirements

* Type Password Again:

* Enter Security Question:

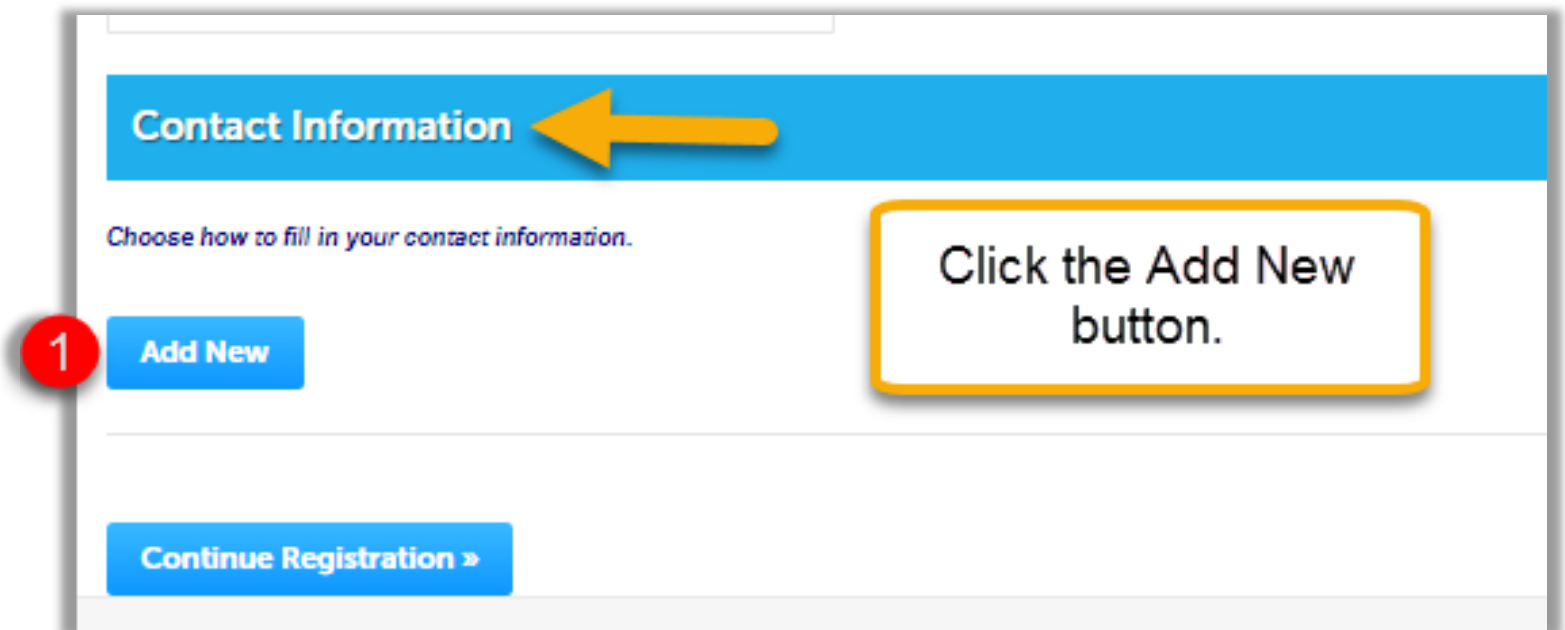
* Answer:

Help
(8-20 characters)

Type information. User name and email may be the same. Use the help text (#1) for additional information on a field.

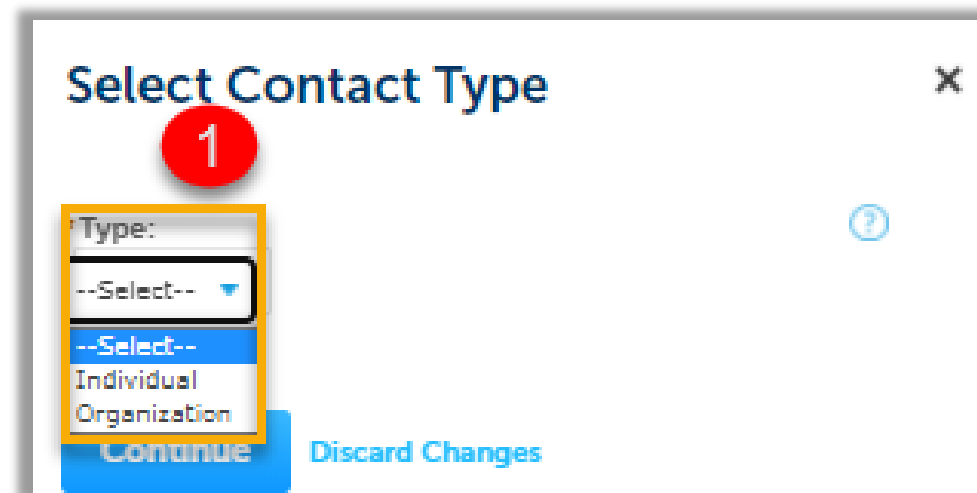
Section 1: Login information. Choose a user name. Click the help text (small question marks) for additional information on a particular field, as needed.

Section 2: Contact information. Click Add New (#1).



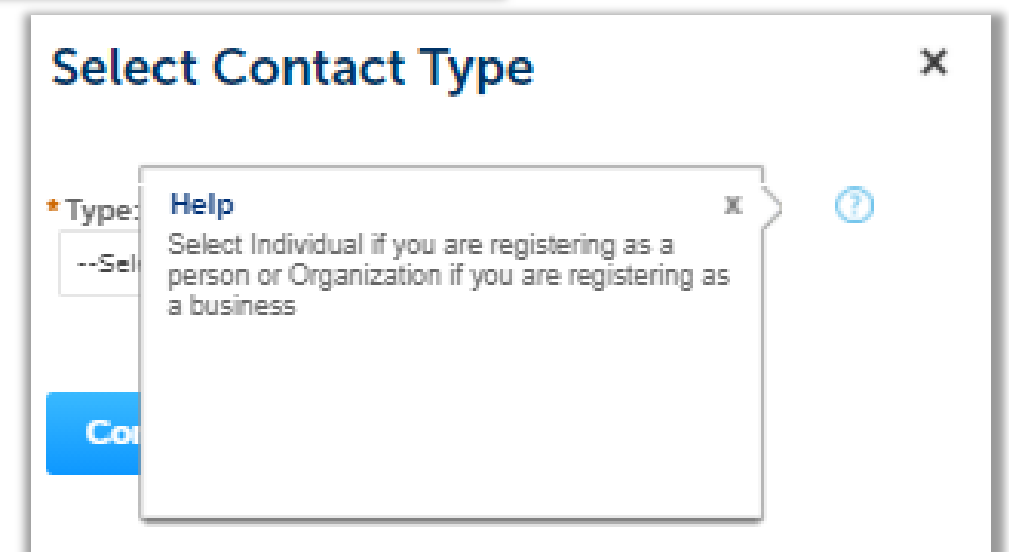
The screenshot shows a web interface for 'Contact Information'. At the top is a blue header bar with the text 'Contact Information' and a yellow arrow pointing left. Below the header, the text 'Choose how to fill in your contact information.' is displayed. A blue button labeled 'Add New' is highlighted with a red circle containing the number '1'. To the right of the 'Add New' button is a yellow-bordered box containing the text 'Click the Add New button.' At the bottom of the form is a blue button labeled 'Continue Registration »'.

The Select Contact Type drop-down menu displays (shown). Use help text as needed (blue question mark).



The screenshot shows a 'Select Contact Type' dialog box. A red circle with the number '1' is positioned above the 'Type:' dropdown menu. The dropdown menu is open, showing four options: '--Select--', '--Select--', 'Individual', and 'Organization'. Below the dropdown menu are two buttons: 'Continue' and 'Discard Changes'. A blue question mark icon is located in the top right corner of the dialog box.

Select Individual or Organization.



The screenshot shows the 'Select Contact Type' dialog box with a 'Help' text box open. The 'Help' text box contains the text: 'Select Individual if you are registering as a person or Organization if you are registering as a business'. The 'Help' text box has a close button (X) in its top right corner. The 'Select Contact Type' dialog box also has a close button (X) in its top right corner and a blue question mark icon in the top right corner.

Click Continue.

Contact Information 1

*First Name: Margarita Middle Name: Last Name: Flores Suffix:

*Primary Phone: 210-207-0000 Secondary Phone: 979-816-6744

*E-mail: margaritaflares4@gmail.com

Fax:

Required fields have a red asterisk (*). These fields must be completed.

▼ Contact Addresses 2

Add Contact Address

To edit a contact address, click the address link.
Required contact address type(s)-Mailing

Showing 0-0 of 0

	Address Type	Address	Recipient	Status	Action
No records found.					

Continue **Clear** [Discard Changes](#)

Complete Contact Information Section (#1). Required fields must be filled before continuing.

Click Add Contact Address (#2). Citizen Access Portal requires a mailing address.

Click Address Type drop-down menu (#1) to select Mailing or Physical address type.

Address Lines 2 and 3 may be used for Suite, Apartment, Level or Building number.

Click Save and Close, or Save and Add Another to add a physical address.

If adding a secondary address, follow the same steps listed here. When finished, click Save and Close.

The screenshot shows a web form titled "Contact Information" with a sub-section "Contact Address Information". A yellow arrow points to the "Contact Address Information" header. A red circle with the number "1" highlights the "Address Type" dropdown menu, which is open and shows options: "--Select--", "Mailing", and "Physical". Below this, "Address Line 1" contains the text "1901 S Alamo". "Address Line 2" and "Address Line 3" are empty text boxes. To the right, "Country/Region" is set to "United States". At the bottom, "City" is "San Antonio", "State" is "TX", and "ZIP Code" is "78204". A red circle with the number "2" highlights the "Save and Close" button. Other buttons at the bottom include "Save and Add Another", "Clear", and "Discard Changes". A red note at the top of the form states: "Mailing Address is required for all Contact Types".

The screenshot shows a web form titled "Contact Information" with a close button (X) in the top right corner. The form contains several input fields: "First Name" (Margarita), "Middle Name" (empty), "Last Name" (Flores), "Suffix" (empty), "Primary Phone" (210-207-0000), "Secondary Phone" (979-816-6744), "E-mail" (margarita.flores4@gmail.com), and "Fax" (empty). Below these is a section titled "Contact Addresses" with a blue "Add Contact Address" button. A green checkmark and the text "Contact address added successfully." are displayed. Below this is a table with one row: "Mailing" address "1901 S Alamo", "Recipient" (empty), "Status" (Active), and "Action" (Actions dropdown). At the bottom are three buttons: "Continue" (labeled #3), "Clear", and "Discard Changes". A yellow callout box with an orange border contains the text: "The system displays a message in green text indicating the Contact address is added successfully." Red circles with numbers 1, 2, and 3 highlight the success message, the Actions dropdown, and the Continue button, respectively.

Contact Information

First Name: Margarita Middle Name: Last Name: Flores Suffix:

*Primary Phone: 210-207-0000 Secondary Phone: 979-816-6744

*E-mail: margarita.flores4@gmail.com

Fax:

▼ Contact Addresses

Add Contact Address

To edit a contact address, click the address link.
Required contact address type(s): Mailing

✓ Contact address added successfully.

Showing 1-1 of 1

Address Type	Address	Recipient	Status	Action
Mailing	1901 S Alamo		Active	Actions ▼

1 **2** **3**

Continue Clear Discard Changes

The system displays a message in green text indicating the Contact address is added successfully.

Citizen Access Portal displays a Contact address successfully added (#1).

If any edits to the address are necessary, click the Actions drop-down menu (#2) to edit.

Click Continue (#3).

Home Land Development Building Fire

Advanced Search

✓ Your account is successfully registered.

Congratulations. You have successfully registered an account.

1 Account Information

User Name: margaritaflares4@gmail.com
E-mail: margaritaflares4@gmail.com
Password: *****
Security Question: Favorite house

2 Contact Information

Margarita Flores
margaritaflares4@gmail.com
Home Phone: 210-207-0000
Mobile Phone: 979-816-6744
Fax:

3 Contact Address List

▼ Contact Addresses

Showing 1-1 of 1

Address Type	Address	Recipient	Status	Action
Mailing	1901 S Alamo		Active	

4 Login Now

Congratulations! The system displays a message indicating your account is created. Write down your username and password for future use. Click Login Now to access your account.

Announcements | Register for an Account | Login

Search...

Home Land Development Building Fire

Advanced Search

User Name or Email **1** margaritaflores4@gmail.com Password **2** **3** Login »

☐ Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

Please Login

Click [here](#) to complete a Garage/Yard Sale permit application. Registering for an online account is not necessary.

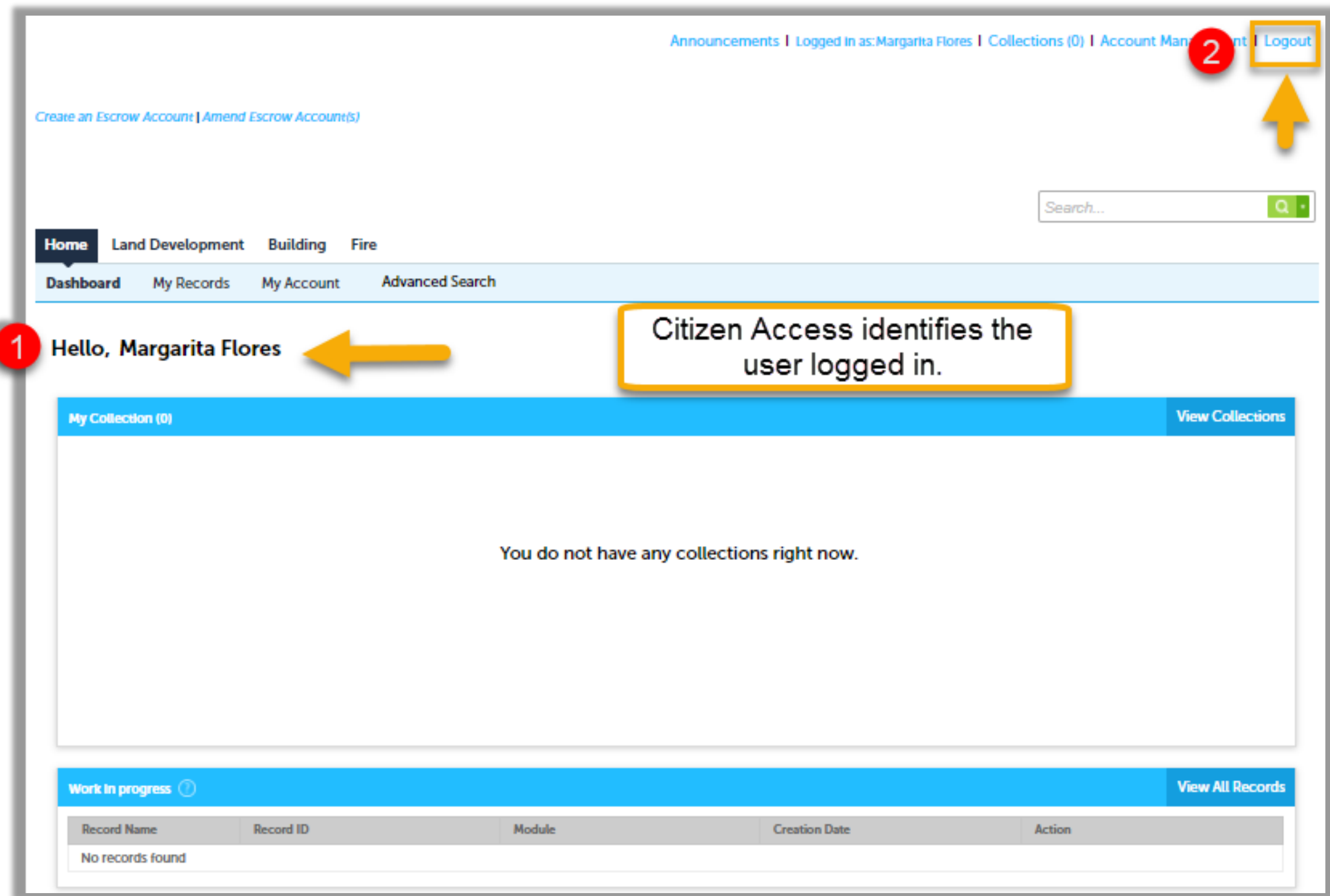
Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users

If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

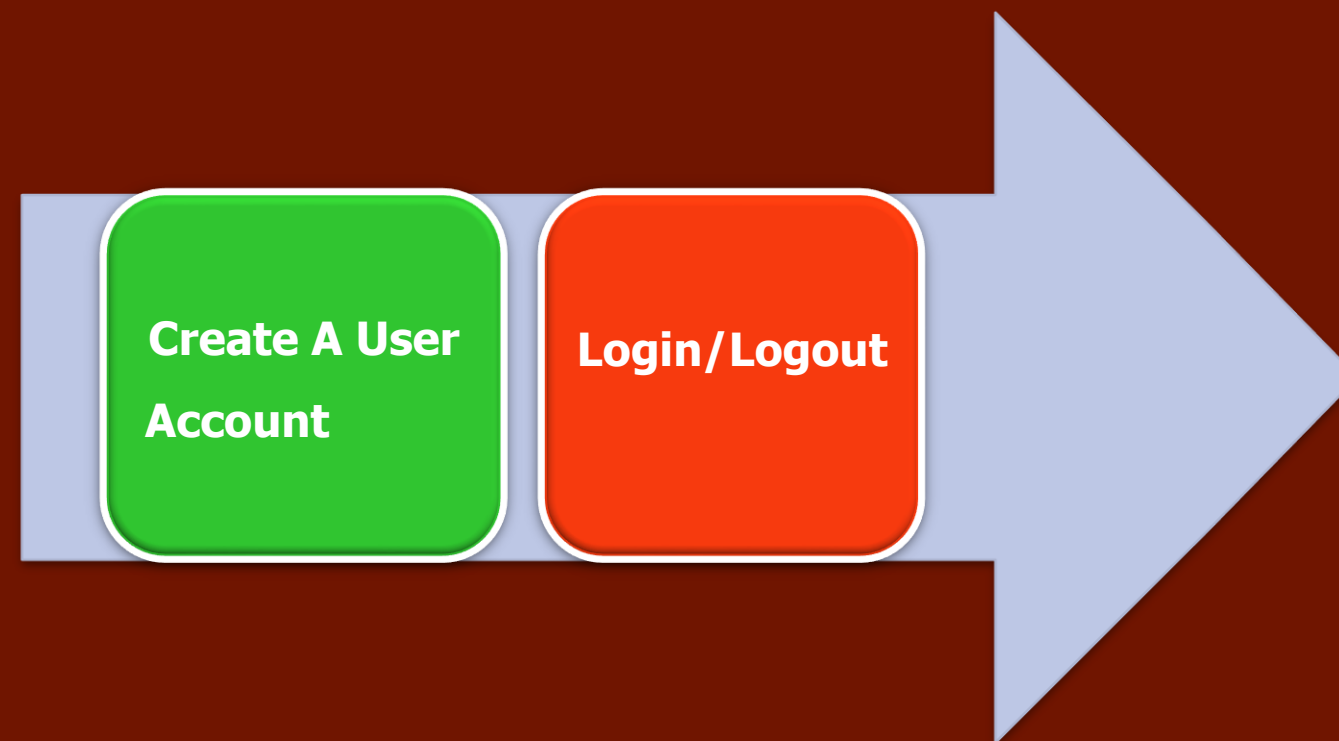
- **To Login, type User Name (#1).**
- **Type your password (#2).**
- **Click the Login button (#3).**



After Login, the user's page displays (#1).
To Logout, click the Logout link on the upper right-hand corner (#2).

**Citizen Access
Online Tutor
Lesson 1**

**This concludes Citizen Access
Online Tutor Lesson 1**



9/28/2020